

## PATIENT UNIT SERIES

<b>Code No.</b>	<b>Class Title</b>	<b>Occ. Area</b>	<b>Work Area</b>	<b>Prob. Period</b>	<b>Effective Date</b>
0788	Patient Unit Clerk I	04	441	6 mo.	11/27/81
0789	Patient Unit Clerk II	04	441	6 mo.	11/27/81
2450	Patient Unit Manager	03	441	6 mo.	11/27/81
4619(0924)	Patient Support Services Coordinator	03	441	6 mo.	11/27/81

*Promotional Line: 238*

### Series Narrative

Employees in positions allocated to this series perform a variety of patient related support functions such as establishing and maintaining medical charts, completing forms and transcribing physician's orders. They coordinate arrangements for patient activities such as therapy, clinic and medical test appointments. They serve as an essential link between the assigned health care unit and various services and staff.

### DESCRIPTIONS OF LEVELS OF WORK

#### **Level I: Patient Unit Clerk I** **0788**

Working under direct supervision, perform a variety of routine clerical duties in order to provide quality patient care in a health care facility.

A Patient Unit Clerk I typically –

1. completes forms and documents to assist with the admission of patients; communicates routine information to the patient (such as instructions on how to operate the telephone or television); escorts patients to their assigned rooms
2. verifies forms and records for completeness and appropriate signatures (such as lab-slips, x-rays slips); locates or monitors the location of medical charts
3. answers, screens and routes telephone inquiries, receives, records, and transmits messages from various departments (such as dietary, x-ray or laboratories) concerning patient condition or treatment
4. opens and distributes mail; greets, directs and controls the admission of visitors
5. assists with the intra-hospital transfer of patients by communicating with receiving units and affected departments; arranges for patient transportation; completes related forms and records
6. assists with the discharge of patients by completing forms; giving directions to cashier's office and arranging for clinic appointments
7. posts information such as census, admission, discharge, transfer, death of patients of ledgers and records; updates bulletin boards; updates manuals

8. prepares reports (such as census reports, unit status); establishes new files and maintains existing files
9. performs job related errands such as escorting patients to clinics or treatment or delivering prescriptions
10. performs other related duties as assigned

**Level II: Patient Unit Clerk II****0789**

Working under general supervision, employees in an assigned patient unit of a health care facility perform responsible clerical functions including the transcription of physician's orders.

A Patient Unit Clerk II typically –

1. codes, stores and retrieves information concerning a patients medical record either manually or via a computer information system
2. transcribes physicians' orders such as medication, diet, laboratory, x-ray, and activity
3. schedules appointment and consultations for patients; schedules business appointments for staff
4. responds to routine questions from patients and their families, visitors and medical staff
5. prepares documents such as diet sheets, birth certificates, medication cards, letters
6. completes payroll data and submits to the payroll office
7. orders clerical supplies
8. advise supervisor of any safety problems concerning unit
9. assists managerial personnel in the orientation of new clerks, interns, medical students or other personnel to the procedures of the unit
10. inspects equipment such as mechanical delivery systems, office machines, and reports malfunctions to appropriate persons; carries out manual procedures
11. performs other related duties as assigned

**Level III: Patient Unit Manager****3852**

Work under general supervision, employees in a health care facility direct and coordinate services auxiliary to the assigned health care unit.

A Patient Unit Manager typically –

1. implements departmental policies and procedures governing the installation and functioning of a patient unit auxiliary services program

2. establishes and maintains effective procedures for obtaining and maintaining patient unit supplies and equipment
3. evaluates clerical procedures in the patient unit in order to identify need for rescheduling routine activities in order to prevent peak work load periods
4. plans, directs and evaluates the work of assigned personnel
5. revises procedures such as procedures to accommodate new equipment, changes in carting procedures and or the use of forms, in response to changing patient care programs
6. serves as liaison between the patient unit and other departments with responsibility for obtaining adequate auxiliary services such as those rendered by medical records, physical plant and laboratories
7. responsible for maintaining a satisfactory physical environment in the patient unit such as ensuring that equipment is properly placed, and maintaining the nurse's station in an orderly fashion
8. orient patient unit personnel to auxiliary services and procedures
9. perform other related duties as assigned

**Level IV: Patient Support Services Coordinator****4619(0924)**

Under administrative review, directs and coordinates non-clinical support services for acute, aseptic patient areas, such as operating or treatment rooms and/or diverse clinics within a health care facility.

A Patient Support Services Coordinator typically –

1. directly supervises non-clinical support staff assigned to a division, including responsibility for screening, hiring, orienting, evaluating, disciplining, and training
2. plans and arranges work schedules for assigned personnel, including vacation usage and coverage for unplanned absenteeism
3. participates in clinical staff orientations, and coordinates or conducts ongoing staff development programs
4. justifies budgetary needs for staff, equipment, and supplies
5. verifies and submits all necessary payroll data for assigned personnel on a timely basis
6. insures that all equipment is present and functioning in appropriate locations prior to and during use; responds to emergency requests from medical and nursing staff during surgical procedure or treatment
7. provides liaison between departments to arrange for and coordinate necessary support services
8. directs cleaning and sterilization of operating, recovery, presurgical and designated treatment rooms, as well as instrument processing area

9. inspects all assigned locations, insuring safety, cleanness, appropriate levels of supplies, and properly functioning equipment
10. insures that all new electrical equipment has passed bioinstrumentation standards prior to use and is reinspected at designated intervals
11. interacts with physicians to satisfy specific needs, such as individual requests for surgical preferences and special supplies
12. gathers and maintains statistical data for operating and recovery room logs, clinic utilization statistics, utilization reviews, Food & Drug Administration, and Joint Commission for Accreditation of Hospitals regulations, and patient charges
13. prepares and submits requisitions for maintenance contracts for all supplies and equipment, insures terms fulfilled by vendors, and keeps related service manuals
14. secures and maintains current product information and price lists from outside vendors to insure cost containment; submits and tracks orders as appropriate
15. maintains appropriate levels of critical/mandatory supplies by conducting daily inventory of operating rooms, recovery rooms, presurgical units, clinics, locker rooms and offices
16. conducts fiscal inventory of supplies, equipment and furnishings; maintains records to document changes in that inventory
17. performs other related duties as assigned

MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:

**Level I: Patient Unit Clerk I**

**0788**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

none

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. ability to communicate with others
2. ability to work under pressure and amid interruptions
3. ability to read, comprehend and follow complex instructions
4. ability to work with persons from a variety of cultural, economic and educational backgrounds
5. ability to type 15 wpm

**Level II: Patient Unit Clerk II****0789**

## CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. (A) one year of work experience as a Patient Unit Clerk I  
  
or  
  
(B) one year of comparable work experience in a health care facility such as a doctor, dentist or hospital office; which involved record keeping; working with the public, direct patient contact, answering telephones and working with medical terminology  
  
or  
  
(C) graduation from an accredited medical secretarial or paramedical program

## PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. skill in communicating with others
2. ability to deal with patients and their families
3. ability to work under pressure and amid interruptions
4. skill in reading, comprehending and following complex instructions
5. ability to work with people from a variety of cultural, economic and educational backgrounds
6. working knowledge of medical terminology
7. ability to type 15 wpm
8. ability to use a medical dictionary

**Level III: Patient Unit Manager****2450**

## CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. (A) two years of work experience comparable to that of a Patient Unit Clerk II  
  
or  
  
(B) any combination of college education with coursework in a medical or para-medical field and work experience in a medical or para-medical fields (such as nursing assistant, medical assistant or medical secretary) with a total of two years consisting of no less than one academic year of college coursework

## PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. supervisory ability
2. skill in dealing with patients and their families
3. skill in communicating with others
4. skill in working under pressure and amid interruptions
5. skill in explaining rules, policies and their interpretations
6. ability to analyze and organize information
7. ability to use a medical dictionary

**Level IV: Patient Support Service Coordinator****4619(0924)****CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER**

1. five years of hospital clerical experience or ancillary service experience three years of which must have included the performance of responsible non-clinical services auxiliary to the operations of an in-patient and/or out-patient unit

or

college education with course work in a business medical or paramedical field may be substituted for up to three years of the required experience with a minimum experience requirement of two years of experience in the performance of responsible non-clinical service auxiliary to the operating of an in-patient and/or out-patient unit

**PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB**

1. skill in dealing with patients and their families
2. skill in communicating both in verbal and written form
3. ability to analyze and organize information
4. knowledge of aseptic techniques

Patient Unit Clerk I.....	Revised
Patient Unit Clerk II.....	Revised
Patient Unit Manager.....	Revised
Patient Support Services Coordinator.....	New